



**Annual Report and Plan for Community Benefit**

**MemorialCare Saddleback Medical Center**

**Fiscal Year 2018 (July 1, 2017 - June 30, 2018)**

**Submitted to:  
Office of Statewide Health Planning & Development  
Healthcare Information Division  
Accounting and Reporting Systems Section  
Sacramento, California**

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## About the Organization

### Mission

To improve the health and well-being of individuals, families and our communities.

### Vision

Exceptional People. Extraordinary Care. Every Time.

### Values

#### *The iABCs of MemorialCare*

The iABCs are a statement of our values—Integrity, Accountability, Best Practices, Compassion and Synergy. They remind us of our commitment to the highest standard of patient care and the active communication of clinical outcomes.

#### **Integrity**

Always holding ourselves to the highest ethical standards and values. Doing the right thing, even when no one is watching.

#### **Accountability**

Being responsible for meeting the commitments we have made, including ethical and professional integrity, meeting budget and strategic targets, and compliance with legal and regulatory requirements.

#### **Best Practices**

Requires us to make choices to maximize excellence, and to learn from internal and external resources about documented ways to increase effectiveness and/or efficiency.

#### **Compassion**

Serving others through empathy, kindness, caring and respect.

#### **Synergy**

A combining of our efforts so that together we are more than the sum of our parts.

### MemorialCare

MemorialCare is a nonprofit integrated health care delivery system that includes five hospitals – Long Beach Medical Center, Miller Children's & Women's Hospital Long Beach, Community Medical Center Long Beach<sup>1</sup>, Orange Coast Medical Center, and Saddleback Medical Center; award-winning medical groups – MemorialCare Medical

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<sup>1</sup> Due to an active earthquake fault line under the hospital and California's impending seismic regulations for acute care hospitals, Community Medical Center Long Beach closed on July 3, 2018.

Group and Greater Newport Physicians; Seaside Health Plan; and convenient outpatient health centers, imaging centers, surgical centers and dialysis centers throughout Orange and Los Angeles Counties.

An innovator in health care delivery, we focus on evidence-based, best practice medicine. Our physicians and health care professionals study health care's best practices and work to implement them at all our medical centers. The results are outcomes that frequently exceed state and national averages. For more information on our work and accomplishments please visit <http://www.memorialcare.org/about/reports>.

### **Saddleback Medical Center**

MemorialCare Saddleback Medical Center is a full service, nonprofit hospital in Laguna Hills, California. Saddleback Medical Center has been named among Orange County Register's "Best of Orange County" by readers of the Orange County Register, America's Best Hospitals, Top 50 U.S. Cardiovascular Hospitals, American Heart Association/American Stroke Association Stroke Care Gold Plus, Leapfrog Group's Top "A" Grade for Patient Safety and Quality, Magnet® Designation for Nursing Excellence and Thrombectomy-Capable Stroke Center certification.

Saddleback Medical Center provides a wide range of services and innovative specialty programs through its Centers of Excellence which include the MemorialCare Heart & Vascular Institute, the MemorialCare Cancer Institute, the MemorialCare Breast Center, the MemorialCare Joint Replacement Center, Spine Health Center, robotic-assisted surgery program and The Women's Hospital at MemorialCare Saddleback Medical Center.

### **Governance**

The MemorialCare Orange County Boards of Directors guided the direction of community benefit, with assistance from the Community Benefit Oversight Committee (CBOC).

#### **Boards of Directors**

- Barry Arbuckle, PhD
- Sharon Cheever
- Patrick D. Donahue
- Resa Evans
- James Gauss
- Tim Helgeson
- Julio Ibarra, MD
- Lalita M. Komanapali, MD
- Larry Lambert
- Joel Lautenschleger
- Richard McAuley
- Donna Rane-Szostak, EdD
- Tom Rogers, Chairman
- Jaci Songstad
- Lawrence Tran, MD
- Myron Wacholder, MD

## **Community Benefit Oversight Committee**

The CBOC (Community Benefit Oversight Committee) is an advisory committee for the hospital's community benefit programs and reports to the Saddleback Medical Center Quality Council, which is a committee of the Board of Directors. The CBOC reviews and validates legal and regulatory compliance specific to community benefit mandates; assures community benefit programs and services are effectively meeting identified community health needs, with emphasis on populations with unmet health needs; and increases transparency and awareness of community benefit activities. The members of the CBOC include:

- LaVal Brewer, Executive Director, Playworks Southern California
- Susie Caskey, Community Member
- Lauren Gallant, Community Outreach & Government Relations Manager, MemorialCare
- Jan Gameroz, Community Relations Manager, Saddleback Medical Center
- Susan Mcinerney, LWV Social Services Manager
- Donna Rane-Szostak, Saddleback Medical Center Board Member
- Tony Struthers, Vice President, Saddleback Medical Center
- Suzie Swartz, Saddleback Valley Unified School District Board Member
- Elizabeth Tsai, Physician, MemorialCare
- Erin Ulibarri, Policy, Planning and Community Engagement Manager, Orange County Office on Aging

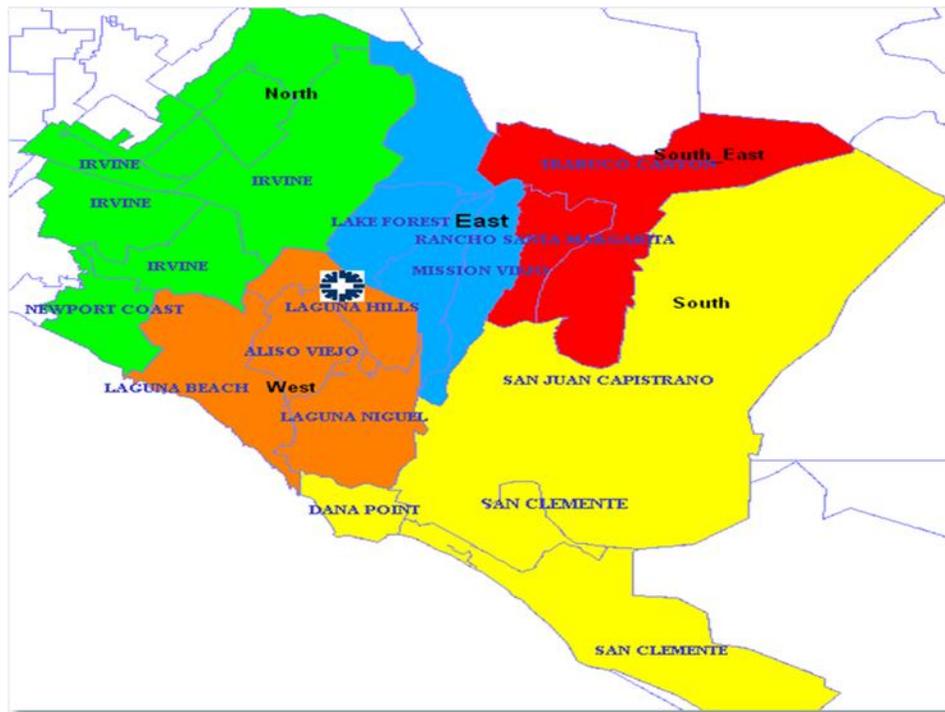
## Our Community

Saddleback Medical Center is located at 24451 Health Center Drive, Laguna Hills, in Orange County, California. The Saddleback Medical Center service area includes the following cities and ZIP Codes.

**Saddleback Medical Center Service Area**

City	ZIP Code
Aliso Viejo	92656
Capistrano Beach	92624
Dana Point	92629
Foothill Ranch	92610
Irvine	92602, 92603, 92604, 92606, 92612, 92614, 92618, 92620
Ladera Ranch	92694
Laguna Beach	92651
Laguna Hills	92653
Laguna Niguel	92677
Laguna Woods	92637
Lake Forest	92630
Mission Viejo	92691, 92692
Rancho Santa Margarita	92688
San Clemente	92672, 92673
San Juan Capistrano	92675
Trabuco Hills	92679

**Map of the Saddleback Medical Center Service Area**



The population of the Saddleback Medical Center service area is 849,890. Children and youth make up 22.1% of service area population, 63.7% are adults, and 14.2% are seniors. The service area has a higher percentage of seniors than found in the county (13.1%) and the state (12.9%). More than half of the population (69.4%) is White. At 17.2% of the population, Asians are the second largest race/ethnic group in the service area. Latinos or Hispanics make up 15.7% of the population in the service area. The remaining races/ethnicities comprise 5.8% of the service area population.

Among area residents, 7.9% are at or below 100% of the federal poverty level (FPL) and 17.6% are at 200% of FPL or below (low-income). In the service area, 12.6% of adults are high school graduates, lower than the rate for the county (17.8%) or the state (20.7%). 61.7% of the population in the service area has graduated college, higher than the rate for the county (45.1%) and the state (38.8%).

## **Community Health Needs Assessment**

Saddleback Medical Center completed a Community Health Needs Assessment (CHNA) in 2016 as required by state and federal law. The Community Health Needs Assessment is a primary tool used by Saddleback Medical Center to determine its community benefit plan, which outlines how it will give back to the community in the form of health care and other community services to address unmet community health needs. The assessment incorporated components of primary data collection and secondary data analysis that focus on the health and social needs of the service area.

The CHNA examined up-to-date data sources for the service area to present community demographics, social and economic factors, health access, birth characteristics, leading causes of death, chronic disease, mental health, health behaviors and preventive practices. When applicable, these data sets were presented in the context of California and compared to the Healthy People 2020 objectives.

Targeted interviews and focus groups were used to gather information and opinions from persons who represent the broad interests of the community served by the hospital. Sixteen (16) interviews were completed during February and March, 2016. Interviewees included individuals who are leaders and representatives of medically underserved, low-income, and minority populations, or local health or other departments or agencies that have “current data or other information relevant to the health needs of the community served by the hospital facility.” Two focus groups were conducted in March 2016 that engaged 20 persons. The focus group meetings were hosted by trusted community organizations.

## Priority Health Needs

Health needs were identified from secondary data using the size of the problem (relative portion of population afflicted by the problem) and the seriousness of the problem (impact at individual, family, and community levels). The analysis of secondary data yielded a preliminary list of significant health needs, which then informed primary data collection. The primary data collection process was designed to validate secondary data findings, identify additional community issues, solicit information on disparities among subpopulations, ascertain community assets to address needs and discover gaps in resources.

The identified significant health needs were prioritized with input from the community. The survey respondents, focus group attendees and interviewees were asked to rank order the health needs according to highest level of importance in the community. The total score for each significant health need (possible score of 4) was divided by the total number of responses for which data were provided, resulting in an overall average for each health need. Mental health, substance abuse, and access to care were ranked as the top three priority needs in the service area. The calculations of the community input resulted in the following priority ordering of the significant health needs:

1. Mental health
2. Substance abuse
3. Access to health care
4. Dental health
5. Overweight and obesity
6. Alzheimer's disease
7. Heart disease
8. Lung disease
9. Cancer

The complete Community Health Needs Assessment report and the prioritized health needs can be accessed at [www.memorialcare.org/content/community-benefit](http://www.memorialcare.org/content/community-benefit).

## Community Benefit Services Summary FY2018

Community benefit services promote health and healing and are focused on addressing the identified unmet health needs of the community. For a program or service to be considered a community benefit it must: improve access to health care; or enhance the health of the community; or advance medical or health care knowledge; or reduce the burden of government or other nonprofit community efforts.

In FY2018, Saddleback Medical Center provided community benefit activities and programs within its service area. A summary of these activities follows.

### Community Health Improvement Services

#### Community Health Education

Health education classes and events were made available to the public at no cost. Community health education targeted the community at large, populations with, or at risk of, chronic disease, seniors and populations with health disparities. Examples of activities included:

- General health and wellness education reached individuals on topics that included: heart disease, stroke, podiatry, Parkinson's disease, nutrition, heart failure, Alzheimer's disease, spine health, joint pain, and cardiac rehab, among others.
- Heart and stroke health fair.
- Childbirth education, parenting and breastfeeding support.
- Balance and conditioning classes to assist older adults in learning techniques to help prevent falls and the associated injuries.
- Exercise and stretching classes for seniors.
- Support groups for community residents and family members/caregivers included Parkinson's and stroke.
- Community support events focused on the health of the community that included the Laguna Hills Marathon, Irvine Senior Fitness Expo, OCEA Health Fair, and LaserFiche Health Fair.
- *CareConnection* newsletter was made available to service area residents to notify the community of free classes, support groups, and screenings offered at the hospital.

#### Community-Based Clinical Services

- Free cholesterol and lung screenings encouraged healthy behaviors, improved preventive practices, and provided early detection of diseases.
- Staff conducted a bone marrow drive.
- Take Back Medication Program supported the safe collection and disposal of unused medications.

### Health Care Support Services

- Free lactation consultation open to the community provided by registered nurses to new mothers using the Lactation Breastfeeding Help Line. Over 2,700 people utilized the line this fiscal year.
- Patient Financial Services helped individuals enroll in low cost or no cost insurance programs, regardless of where they received care.
- Information on Medicare enrollment was provided through education sessions.
- Through the Senior Advocacy program, older adults received assistance on a variety of insurance issues over the phone or in person at the Florence Sylvester Memorial Senior Center and assisted living facilities in the community. Support was given to individuals who need assistance with dual eligibility (Medicare/Medical).
- Transportation programs for patients and families with limited resources to support access to care. Over 2,250 persons were supported with needed transportation.
- Through care coordination, patients received assistance with prescriptions, home health and transportation services.

### **Health Professions Education**

Education programs for physicians, medical students, nurses, nursing students, and other health professionals.

### Continuing Medical Education

CME lectures were offered throughout the year for educational purposes and were available to all physicians and health care professionals in the community.

### Nursing Education

Over 230 nursing students participated in clinical rotations at Saddleback Medical Center from various schools of nursing.

### Other Health Professions

Other health professionals were educated and performed their clinical hours and/or internship rotations at Saddleback Medical Center in speech therapy, food and nutrition, physical therapy, physician assistants, pharmacy, occupational therapy, We also provided training and continuing education sessions to community physicians, nurses and other health professionals.

### **Cash and In-Kind Contributions**

Funds and in-kind services donated to community groups and nonprofit organizations. The hospital provides in-kind donations of meeting space for a number of nonprofit organizations and community groups.

Contributions were made to nonprofit organizations that support community benefit efforts and address significant health needs in the community. Saddleback Medical Center supported:

- The Family Assistance Ministries' (FAM) Care Coordination Program. Through this program, FAM provided needed health and social services to individuals and families in South Orange County who are low-income or poverty level, and are homeless or at risk of homelessness. In the first six months of funding, FAM provided necessary support to 4,488 economically vulnerable South Orange County residents who had complex health, behavioral and social needs. FAM utilized their Care Coordination Program to address the underlying causes of each person's instability to help them create a working path toward self-sufficiency or to provide care and comfort during a major illness. Care coordinators incorporated nutritious food options, client cash aid, and housing continuum options. Care coordination ensured each client established a health home.
  - 679 FAM clients were provided a health needs assessment during their initial program enrollment. 15 children in their shelters received early childhood development screenings.
  - FAM had 6,846 encounters with people accessing food. Clients also had the opportunity to pick up nutritious food educational resources.
  - All clients needing housing stability were provided housing resource assistance including emergency shelter, motel vouchers, rental assistance, rapid rehousing, and permanent supportive housing.
  - 337 clients were offered assistance for medication, utilities, and transportation.
  - 679 new clients were assisted with financial budgets to coincide with their health needs assessment.
  - 2,471 people were provided clothing and personal care items.
- The Illumination Foundation's Bridge2Care Program. The Bridge2Care program helps fill gaps in the continuum of care for homeless Orange County patients in need of housing and services after discharge from the hospital that do not qualify for other programs. In the first six months of funding, the program served eight clients. Nurse medical coordinators, case managers, and facility and transportation staff provided wraparound services that included medical and behavioral health monitoring, identification and benefits acquisition, connections to resources, including housing and medical, and transportation facilitation. The Bridge2Care program provided housing for these homeless individuals upon discharge from the hospital. Upon exiting the Bridge2Care program, these clients had identified a safe housing option that they transitioned to.

## **Community Building Activities**

Activities that support community assets by offering the expertise and resources of the hospital organization. These activities may address the root causes of health problems or the determinants of health, such as education, homelessness, poverty and environmental concerns.

### Coalition Building and Advocacy

Hospital representatives serve on a number of local, regional and state level organizations and committees that address health improvement. MemorialCare engages in local, state and national advocacy efforts that support access to health care.

### Workforce Development

Saddleback participated in community programs that encouraged careers in the health professions. They partnered with Vital Link OC in the Medical Careers in Action Partnership to introduce 260 students to workforce development efforts in the health care field. Saddleback also provided a blood donor center and lab tour for 21 students.

## Financial Summary of Community Benefit

Consolidated financials for Saddleback Medical Center, Orange Coast Medical Center, Long Beach Medical Center, Miller Children's & Women's Hospital Long Beach and Community Medical Center Long Beach

Community Benefit Categories	Net Benefit ( <i>in thousands of dollars</i> )
CHARITY CARE <sup>1</sup>	\$7,335
UNPAID COSTS OF MEDI-CAL <sup>2</sup>	\$119,922
OTHERS FOR THE ECONOMICALLY DISADVANTAGED <sup>3</sup>	\$337
EDUCATION AND RESEARCH <sup>4</sup>	\$14,714
OTHER FOR THE BROADER COMMUNITY <sup>5</sup>	\$5,557
<b>TOTAL COMMUNITY BENEFIT PROVIDED EXCLUDING UNPAID COSTS OF MEDICARE</b>	<b>\$147,865</b>
UNPAID COSTS OF MEDICARE <sup>2</sup>	\$69,715
<b>TOTAL QUANTIFIABLE COMMUNITY BENEFIT</b>	<b>\$217,580</b>

<sup>1</sup> Charity Care includes traditional charity care write-offs to eligible patients at reduced or no cost based on the individual patient's financial situation.

<sup>2</sup> Unpaid costs of public programs include the difference between costs to provide a service and the rate at which the hospital is reimbursed. Estimated costs are based on the overall hospital cost to charge ratio. This total includes the Quality Assurance Fees paid to the State of California.

<sup>3</sup> Includes other payors for which the hospital receives little or no reimbursement (County indigent).

<sup>4</sup> Costs related to the medical education programs and medical research that the hospital sponsors.

<sup>5</sup> Includes non-billed programs such as community health education, screenings, support groups, clinics and support services.

## Community Benefit Plan FY2019

Saddleback Medical Center will continue to address the identified unmet health needs in our service area through our contributions of community benefit resources. The Community Benefit Oversight Committee provides leadership oversight for community benefit efforts, specifically program planning, implementation, and evaluation.

As a result of the 2016 Community Health Needs Assessment, priority health needs were identified that the hospital chose to address through its Implementation Strategy. For Saddleback Medical Center, selected community benefit efforts focus on increasing and supporting access to health care services through direct programs and partnerships with local community-based organizations. Our programs address the following priority health needs:

- Access to care
- Chronic diseases (Alzheimer's disease, lung disease, heart disease and cancer)
- Mental health and behavioral health (substance abuse)

Community benefit efforts have a special focus on the senior population.

### Addressing Health Needs

The Implementation Strategy developed from the 2016 Community Health Needs Assessment, spans the period of 2017-2019. Saddleback Medical Center will continue to meet the identified priority health needs through a commitment of resources with the following programs and services:

- Financial assistance
- Transportation support
- Community health education and health awareness events
- Senior outreach and advocacy
- Health and wellness fairs
- Health screenings
- Flu shot clinics
- Support groups
- Multi-sectoral collaborative efforts to address health needs
- Cash and in-kind donations to support identified needs

### Measuring Impact

Saddleback Medical Center will monitor and evaluate the programs and activities outlined above. The hospital anticipates that the actions taken to address significant health needs will improve health knowledge, behaviors, and status; increase access to care; and help support good health. The hospital is committed to monitoring key initiatives to assess impact and has implemented a system that tracks the implementation of the activities and

documents the anticipated impact. Our reporting process includes the collection and documentation of tracking measures, such as the number of people reached/served, increases in knowledge or changes in behavior as a result of planned strategies, and collaborative efforts to address health needs. An evaluation of the impact of the hospital's actions to address these significant health needs will be reported in the next scheduled Community Health Needs Assessment.

### Fostering Community Partnerships

We are committed to fostering partnerships with community based organizations, community clinics, government agencies, schools and school districts, the faith community, public health, and public safety agencies. Our community benefit plan includes maintaining current partnerships and exploring opportunities to engage with new partners. Appendix 1 is a partial list of our partners.

## Appendix 1 – Community Partners

In keeping with the community benefit principle to actively build community capacity and our overall mission and commitment to improve the health and wellbeing of individuals, families and our communities, Saddleback Medical Center cultivates and maintains strong ties with community stakeholders. We collaborate with the following organizations (partial listing):

- Age Well Senior Services
- Alzheimer’s Orange County
- American Cancer Society
- American Diabetes Association
- American Heart Association
- American Stroke Association
- Association of Community Cancer Centers
- Boys & Girls Club of the South Coast
- City of Laguna Hills
- City of Laguna Niguel
- City of San Clemente
- Family Caregiver Resource Center Orange County
- Florence Sylvester Senior Center
- March of Dimes
- Orange County Older Adult Mental Health Advisory Council
- NAMI – National Alliance on Mental Illness
- Orange County Cancer Coalition
- Orange County Fire Authority
- Orange County Health Care Agency
- Orange County Office on Aging
- Orange County’s Healthier Together
- School districts
- Skilled Nursing Facilities
- South County Senior Centers
- South Orange County Economic Coalition
- Tobacco Use Prevention Program
- United Way of Orange County
- Vital Link OC

## **Contact Information**

### Address of Hospital Campus

Saddleback Medical Center  
24451 Health Center Drive  
Laguna Hills, California 92653

### Web Address

<https://www.memorialcare.org/saddleback-medical-center>

### Community Benefit Contact

Kristen L. Pugh, MPA  
Vice President, Advocacy & Government Relations  
MemorialCare Health System  
[kpugh@memorialcare.org](mailto:kpugh@memorialcare.org)